

# WHOLE HEALTH MENTOR TRAINING

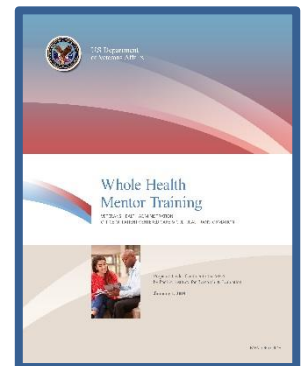
*Ensuring Fidelity of Non-Clinical Whole Health Services*

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## What is it?

This is an experiential, 2 ½ day training, designed to empower and equip participants (mentors) to support and enhance the services provided by the Whole Health Pathway including WH Health Coaches, TCMLH Facilitators and WH Partners.

*Mentors play a critical role in advancing Whole Health, by ensuring fidelity and quality of WH services provided to Veterans.*



## What is this mentoring program about?

In order to ensure fidelity, Mentors will be trained to:

- Know the services provided via the WH Pathway, and the unique skills and challenges required for successful delivery.
- Provide ongoing skill training and mentoring to staff providing WH Pathway services.
- Ensure fidelity through effective feedback with ongoing observations of staff.
- Lead regular meetings that further enhance the learning of staff.
- Articulate the role of the mentor in relationship to other supervisory chains.
- Work in community with a network of mentors from other locations as well as designated OPCC&CT staff.

## How will sending staff to the Whole Health Mentor Course benefit your Whole Health program locally?

- It has been reported that Whole Health Pathway staff (Whole Health Partners, Whole Health Coaches and Whole Health Facilitators) experience a high rate

of turn over. Whole Health Mentors can provide support for these critical positions.

- Whole Health can provide local training and mentoring support to newly hired Whole Health Pathway staff, until they receive formal Whole Health Education Training.
- Whole Health Mentors can foster integration within the Whole Health Pathway, to ensure a seamless transition for the Veterans engaged in Whole Health Pathway services.
- Whole Health Mentors are an important part of the Whole Health Implementation team supporting the development and growth of the Whole Health Pathway component.
- Whole Health Mentors can educate your clinical care teams and well-being programs, on the Whole Health Pathway, to further bring together all three components of the Whole Health System.

## Who should apply?

- VA staff who are connected to the local Whole Health Program and want to support the evolution of Whole Health at their medical center.
- VA staff with evidence of attitude and ability to become successful mentor of WH Pathway staff and who have attended Whole Health Coaching (6-day) Course.
- VA staff who have designated time to further enhance the skills of WH Pathway staff
- Examples of VA staff include, but are not limited to:
  - Health Behavior Coordinators
  - Health Promotion and Disease Prevention Coordinators
  - Highly Skilled WH Coaches
  - Healthy Living Team members
  - Whole Health Program Manager
  - Patient Centered Care Coordinator

# WHOLE HEALTH MENTOR TRAINING

## COURSE AGENDA

Session 1, Day 1 Times			Module	Topic / Title
7:30 AM	-	8:00 AM		<b>Participant Registration and Sign In</b>
8:00 AM	-	8:30 AM		Welcome and Overview of the Course
8:30 AM	-	8:50 AM	1	Mindful Awareness / Mindful Awareness of Breath Practice
8:50 AM	-	9:30 AM		Participant Introductions
9:30 AM	-	9:45 AM		<b>Break</b>
9:45 AM	-	10:05AM		Group Guidelines
10:05 AM	-	10:35 AM	2	Tasks of the Whole Health Mentor
10:35 AM	-	11:00 AM	3	Effective Mentoring Experiences
11:00 AM		11:30 AM	4	Review of the Whole Health System and Pathway
11:30 AM	-	12:00 PM	5	Proposed Timeframes for Mentoring Onsite
12:00 PM		1:00 PM		<b>Lunch</b>
1:00 PM		2:00 PM	6	Ensuring Fidelity Strategies
2:00 PM	-	2:15 PM		<b>Break</b>
2:15 PM	-	3:05 PM	7	Ongoing Skills Development Strategies
3:05 PM	-	3:45 PM		Demo of Mentoring Process
3:45 PM	-	4:00 PM		Pulse Check and Adjourn
Day 2 - Times			Module	Topic / Title
7:30 AM	-	8:00 AM		<b>Participant Registration and Sign In</b>
8:00 AM	-	8:30 AM		Overview of the Day and Mindful Awareness
8:30 AM		9:15 AM	8	Mentoring Whole Health Coaches / Common Challenges

9:15 AM	-	9:30 AM		<b>Break</b>
9:30 AM		10:00 AM		Review of Mentoring Forms, and Set-up for Practice
10:00 AM		11:45 AM		First WH Coach Mentoring Practice (1st Practice)
11:45 AM		12:00 PM		Debrief First Mentoring Practice
12:00 PM	-	1:00 PM		<b>Lunch</b>
1:00 PM		1:40 PM	<b>9</b>	Mentoring TCMLH Facilitators / Common Challenges
1:40 PM	-	2:15 PM		Review Mentoring Form; Mentoring Facilitators Demo
2:15 PM		2:30 PM		<b>Break</b>
2:30 PM	-	3:45 PM		TCMLH Facilitator Mentoring Practice (2 <sup>nd</sup> Practice)
3:45 PM	-	4:00 PM		Pulse Checks and Adjourn
<b>Day 3 - Times</b>			<b>Module</b>	<b>Topic / Title</b>
7:30 AM	-	8:00 AM		<b>Participant Registration and Sign In</b>
8:00 AM	-	8:30AM		Overview of the Day and Mindful Awareness
8:30 AM	-	9:15 AM	10	Mentoring Partners / Common Challenges
9:15 AM		9:30 AM		Break
9:30 AM		11:00 AM		3 <sup>rd</sup> Mentoring Practice
11:00 AM		11:30 AM	11	Mentor and Supervisor Roles Discussion/Ethics
11:30 AM	-	12:15 PM	12	Planning for Mentoring Implementation
12:15 PM	-	12:45 PM		Q&A, Parking Lot
12:45 PM	-	1:00 PM		Closing and <b>Adjourn</b>

# Whole Health Mentor Training

## *Faculty Bios*

DAVID RYCHENER, PH.D.



Dr. David Rychener is the Project Director with the Pacific Institute for Research and Evaluation (PIRE), under contract with the VHA Office of Patient Centered Care and Cultural Transformation. He has been involved with curriculum development, training, and program development for the past 38 years with the University of Arizona, Duke University, and PIRE. More specifically, Dr. Rychener spent 30 years working on the U.S. Navy's PREVENT program, training more than 1,500 facilitators to deliver training at more than 35 Navy locations worldwide. At Duke University Integrative Medicine, Dr. Rychener assisted in developing and delivering the Integrative Health Coaching Course, co-authoring the *Duke Integrative Health Coaching Professional Training Manual* and the *Personalized Health Plan Manual*. Dr. Rychener also served as Associate Director for the Program of Integrative Medicine at the University of Arizona under the direction of Dr. Andrew Weil, where he helped design and implement the first Integrative Medicine clinic and the Integrative Research component of the program. Dr. Rychener earned his Ph.D. in Marriage and Family Therapy from Purdue University. He received his M.A. degree in Theology from Fuller Theological Seminary and his B.A. in Psychology from Wheaton College.

ANN MASON, BSH



Ms. Ann Mason is a Program Director with Pacific Institute for Research and Evaluation (PIRE) and has over 38 years of experience as a group facilitator and trainer. She has worked primarily in the prevention field on a U.S. Navy contract serving as a facilitator and trainer providing skill training in effective communication, decision making, goal setting, and motivational interviewing skills. Prior to her work with the U.S. Navy program, Ms. Mason completed internships in group counseling at the Navy Drug & Alcohol Rehabilitation

Center, NAS Jacksonville and Gateway Community Services, Jacksonville, FL, and she worked briefly at a private psychiatric hospital in Asheville, NC. Ms. Mason has a Bachelor of Science in Allied Health Services from the University of North Florida with a specialization in Alcohol and Drug Services and Counseling.

BOBBIE BRUNER-MUIRHEAD, BA, NBC-HWC



Ms. Bobbie Bruner-Muirhead is a Program Coordinator with Pacific Institute for Research and Evaluation (PIRE). With 15 years' experience as a group facilitator and trainer, Bobbie is also a U.S. Navy Veteran. She is a 2009 graduate of Duke University's Integrative Health Coach Foundations program and 2015 graduate of Wellcoaches School of Coaching Core Coach Training program. Ms. Bruner-Muirhead is a National Board-Certified Health and Wellness Coach through the National Board for Health and Wellness Coaches (NBHWC). During her enlistment with the Navy, Ms. Bruner-Muirhead served as a Cryptologic Technician Interpreter, serving as a Russian Linguist in Turkey and Japan. She worked on the U.S. Navy PREVENT contract (a behavior modification education program for Navy personnel) with PIRE and with KeyBridge Technologies as a facilitator and trainer. During her time with the PREVENT program, Ms. Bruner-Muirhead facilitated over 225 groups travelling throughout the U.S. and overseas as well as provided shipboard classes aboard aircraft carriers. Ms. Bruner has a Bachelor of Arts in History with a dual minor in Professional Education and Russian Linguistics from the University of North Florida.

CANDACE GREGORY, RN, BSN, MS, NBC-WHC, BC-NC



Ms. Candace Gregory is a Program Coordinator with Pacific Institute for Research and Evaluation (PIRE). She has over 36 years' experience in healthcare and has been a registered nurse for 30 years. Ms. Gregory's nursing background began in emergency and critical care both as a Paramedic/EMT and an RN. She recently has focused her attention on Healthcare IT and now holds an ANCC Certification in Nursing Informatics. Ms. Gregory has been an independent consultant managing multimillion-dollar electronic health record implementations. She helps to facilitate change by guiding large healthcare organizations through process identification and re-design as well as



organizational change management, coaching, and mentoring. Ms. Gregory has also worked with several large healthcare organizations to create and implement employee wellness programs that include integrative health coaching and mindfulness. In addition, Ms. Gregory also has an independent coaching practice and focuses on coaching for healthcare providers, particularly nurses. She is the owner and co-creator of an innovative coaching program called “Nurture the Nurse” which incorporates integrative health coaching with mindfulness and self-compassion training to improve the overall health and well-being of nurses both professionally and personally. Ms. Gregory holds a Master of Science in health promotion with a concentration in workplace wellness from Maryland University of Integrative Health. She also holds a Bachelor of Science in nursing from Bellarmine University, and a Duke University Integrative Medicine certification as an Integrative Health Coach. Ms. Gregory is a NBHWC board certified health and wellness coach board and a nationally board-certified Nurse Coach through the American Holistic Nurses Credentialing Center.

ALLISON CORSI, MPH, IHC, CWWS



Allison Corsi is a Duke University certified Integrative Health Coach, a Worksite Wellness Strategist (trained at the National Wellness Institute) and a global health specialist. Ms. Corsi has over 20 years work experience in health, working in: behavior change, health promotion, chronic disease management, research, global health, mind-body approaches and integrative medicine. With her own health coach practice, she developed a worksite wellness program, including: monthly health/wellness seminars, individual health coaching, healthy lifestyle and stress reduction workshops, and program evaluations. In addition, at a research institute, Ms. Corsi teaches/facilitates self-management courses on chronic disease, diabetes and the CDC Diabetes Prevention class. She also conducts research on factors that contribute to individual decision making and motivation in relation to health and wellbeing. With a Master in Public Health from Emory University and an undergraduate in Anthropology, she has worked in global health. With the World Health Organization and The Global Fund, Ms. Corsi partnered with other UN organizations, country governments, nongovernmental organizations, civil society, and others, to create policies and programs to address health disparities and community defined needs.

CINDY SCHULTZ, MA, LP, NBC-HWC,



Cindy Schultz is a practicing holistic psychologist and health coach with more than 20 years of experience, assisting people to find their passions, explore their deepest fears, and to help them find their own paths to healing. She has completed a master's degree in Health and Wellbeing Coaching from the University of Minnesota. She also has a master's degree in Educational Psychology, an undergraduate degree from Iowa State University, and is a licensed psychologist. Cindy serves as Board Chair of the National Board for Health and Wellness Coaching (NBHWC). She has helped to coordinate many tasks associated with the national certification examination for health and wellness coaching and is currently coordinating a project to create additional group coaching skills training for the National Diabetes Prevention Program (National DPP) lifestyle coaches. In her private practice, Cindy provides health coaching, organizational effectiveness consulting, and executive coaching in a variety of settings, including corporations, government agencies, educational settings and non-profits. Previously, Cindy was a faculty member at the University of Minnesota, Earl E. Bakken Center for Spirituality and Healing, Integrative health and Wellbeing coaching program. She is also an ordained minister and energy healer through Inner Focus. When she is not working, she enjoys spending time in nature, visiting the US National Parks, and playing tennis.

EDIE OAKLEY, RN, BSN, MS, NBC-HWC



As Founder and President of Oakley Integrative Health, LLC, Edie Oakley is a National Board Certified Health and Wellness Coach. In this capacity, she partners with individuals, corporations, and non-profit organizations as they explore and deepen learning of themselves in body, mind and spirit, and empowers them to move forward as they become advocates for their own health. She is also passionate about continuing research/piloting holistic health coaching for teens in their junior/senior year of high school as well as supporting their college transition- using a variety of mindfulness-based practices, including breathing, journaling/vision boards, eating, movement and communication. Edie is a Registered Nurse with more than 15 years of experience. Her clinical experience was in neonatal intensive care (NICU), special care nursery (SCN),



mother/baby and pediatrics. In 2002, she earned a Master's Degree in Counseling and has worked with young women on issues such as depression, anxiety, eating disorders and life transitions. In 2011, she became certified as an Integrative Health Coach and completed the Mindfulness-Based Stress Reduction program at Duke Integrative Medicine. She is passionate about being a part of a well-care model of health and mentoring other healthcare professionals embarking on their coaching journey. Edie lives in Durham, NC and enjoys running, travel, nature, friends, spending time with her husband and two boys and volunteering as a coach and board member for Girls on the Run of the Triangle.

ESTELLE BRODEUR, MS, ACC, NBC-HWC, PMHCNS-BC, RYT-200, CLYT



"I coach people who want to build a healthier life, from the ground up. Whether we focus on personal or work themes, you can expect energizing conversations that identify barriers, create resiliency, develop goals, and secure habits for joy and satisfaction." Ms. Brodeur holds credentials from the National Board for Health & Wellness Coaching, International Coach Federation, Duke Integrative Medicine, and Wisdom Of The Whole Coaching Academy. She brings over 35 years of experience in complementary fields of corporate wellness mind-body education, public mental health addiction and crisis psychotherapy, HIV reduction group facilitation in women's corrections facilities, and advanced practice nursing. Estelle holds graduate and undergraduate degrees from Virginia Commonwealth University and The University of Virginia. Her passion is helping others gain a more satisfying, joyful, healthy life. Estelle's personal experience is that awareness of mind, body, and breath creates a strong foundation for navigating life. She is a Registered Yoga Teacher (RYT-200) specializing in Hatha Yoga and Yin Yoga, as well as a Certified Warriors At Ease Teacher. Warriors At Ease (WAE) is a worldwide network of teachers dedicated to bringing evidence-based, trauma sensitive yoga and meditation practices to military communities. She also orchestrates Laughter Yoga RVA, a group that promotes wellness using the practice of unconditional laughter. Estelle lives in Richmond, Virginia. In October 2019, she will begin her 500-hour Yoga Teacher Training at the Himalayan Institute.

JENNA WARD, BA, IHC, LMT



Ms. Jenna Ward holds an Integrative Health Coaching certification from Duke University Integrative Medicine Center, as well as a BA from the University of Alabama. She is the owner of LIVING IN EASE LLC, a business which supports embodied wellness through the

wisdom of conscious touch (such as massage and energy work), coaching, and mindfulness meditation. A regular speaker at Mississippi Nurses Conferences and statewide Addiction Conferences, Jenna shares the power of mindfulness and its role in health and healing and its efficacy in the workplace for care givers. Ms. Ward has great passion and respect for the transformational power of listening from the heart. Through her own personal aspiration to grow and heal, she has experienced the power of healing from the inside out. Her tools were massage and other body/mind therapies, in depth studying of human spirituality and its influence on health and well-being, as well as being awakened by a meditation master. Jenna's mission is to assist her clients in the transformational process of living life from their highest, divine expression. Her offerings to support this intention are meditation retreats, weekly mindfulness classes, massage, and energy healing sessions, and her Awakened Coaching Sessions at TAME Wellness Center in Meridian, MS.

JULIE KOSEY, MS, PCC, CPCC, RYT, NBC-HWC



Julie Kosey provides professional training and mentoring in the fields of coaching and mindfulness. She co-founded Duke University's Integrative Health Coach Professional Training and has been faculty for Vanderbilt University's Health & Wellness Coaching Certification Program, Duke's Mindfulness Training for Professionals and UCLA's Year-long

Mindfulness Facilitation Training. Julie served as a subject matter expert for NBHWC helping to identify essential knowledge and skills for a health coach and mentoring those preparing to take the national exam. Originally trained by Jon Kabat-Zinn in MBSR for Healthcare Professionals in 1995, after teaching MBSR and other MBIs for Duke, UNC, eMindful, and more, Julie earned a Certification in Mindfulness Facilitation through the UCLA Institute for Neuroscience and Human Behavior. With more than 30 years of experience in health behavior change, Julie holds numerous other health promotion certifications. Her academic credentials include an MS in Wellness Management with minors in Counseling and Business, a BA in Psychology,

and a Graduate Certificate in Alternative Health and Healing. Julie has been coaching for 15 years through corporate wellness programs, research studies, privately, and Duke's clinic where she hired and managed a team of coaches. She is credentialed as a Professional Certified Coach through the International Coach Federation, a National Board-Certified Health & Wellness Coach, and holds coaching certifications through The Coaches Training Institute and Duke Integrative Medicine. When she is not working, you will find her reveling in the beauty of nature through hiking, biking, and kayaking. Her nature photography promotes healing in Duke University Medical Center's patient rooms.

#### KRIS KNIEFEL, MA, NBC-HWC



Kris Kniefel is a nutrition educator and a functional medicine and board-certified integrative health coach. Kris values on-going wellness education and has completed studies in mind-body medicine, self-compassion, food as medicine and functional medicine. As a human resources leader, for over 30 years, Kris focused on supporting employee and leader growth, as well as organizational change. This experience plus a focus on wellbeing, helps Kris support her clients in living their best life. Kris is passionate about partnering with people to make personalized lifestyle changes. And, loves seeing clients' lives enhanced by making simple changes. Kris finds joy in being in nature, connecting with friends and family over good food, and traveling. Kris has a Bachelor of Science degree in business from Minnesota State University, Mankato, Master of Art in human resources from the University of Minnesota, and coaching certificates from the University of Minnesota and the Functional Medicine Coaching Academy.

#### MARK DREUSICKE, MD, NBC-HWC



Mark Dreusicke graduated from Duke University School of Medicine with a focus on integrative medicine and primary care. In his studies, he became interested in how principles of mindfulness, energy medicine, behavioral neuroscience, and motivational psychology can impact behavior and transform health care. With an undergraduate degree in neuroscience, his interest in human behavior developed while conducting studies in clinical

psychology and neuroimaging at the University of Virginia, Virginia Commonwealth University, and Harvard Medical School. Dr. Dreusicke is trained as an Integrative Health Coach from Duke Integrative Medicine, where he also completed Mindfulness Based Stress Reduction (MBSR) training. He also completed Vanderbilt University's Health & Wellness Coaching Certification Program. Dr. Dreusicke is actively involved in the national credentialing for coaches with the National Board for Health & Wellness Coaching (NBHWC) and National Board of Medical Examiners (NBME). He currently lives in San Diego, CA and consults in the fields of primary care & integrative medicine, mindfulness, and health & wellness coaching.

SARA REGESTER, RN, BSN, NBC-HWC



Sara Regester, Registered Nurse, Integrative Health Coach and Stress Expert, supports individuals to master their stress and get unstuck from the resistance that keeps them stuck in their comfort zone unable to create the lifestyle they desire in their work, their relationships and their health.

Her expertise is in exploring the underlying patterns and resistance that keep you stuck in your life impacting your career, your key relationships and your health and to free blocks so you can live more aligned with your meaning and purpose. Sara has integrated her 30+ year career in Healthcare into her role as an international teacher of Shamanism and Health Coach. She leads highly transformational programs for individuals, groups and companies which include unique mind-body-spirit techniques. She offers a holistic approach to rewire mindset and lifestyle. Her programs teach how to be stress responder and innovative problem solver so you can be less reactive and more confident to respond when stress triggers hit. Sara is the founder of Directions 4 Wellness, an international health and lifestyle-consulting practice and is the author of the ebook "How to Grow from Your Stress."

# OPCC&CT Faculty Bios

ANDREA YOUNG, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 3



Andrea Young joined the OPCC&CT in 2018 as a Field Implementation Team (FIT) Consultant, supporting the patient centered care transformational efforts in facilities in VISN 5. Andrea came to the office from the James E. Van Zandt VA Medical Center, a level 3, VAMC in Altoona, Pennsylvania which serves 26,000

Veterans in 14 rural counties in Western Pennsylvania. Since May 2009, Andrea served as the Chief, Stakeholder Relations, managing Public Affairs, Voluntary Service, Patient Advocate, My HealtheVet, and Outreach programs and serving as the VAMC's Whole Health point of contact. Andrea is a registered Yoga teacher and founder of Bloom Yoga & Wellness, the first studio committed to yoga and meditation in her community. She came to VA with 20 plus years in the private sector, having served as Public Relations Director for what is now one of the largest behavioral health companies in Pennsylvania. She holds a Bachelor's Degree in Journalism and Public Relations, and has had extensive training in yoga, meditation, mindfulness and Reiki. Andrea is enrolled in an International Coaching Federation (ICF) Accredited Family Recovery Life Coaching program. Andrea works virtually from Altoona, Pennsylvania and can be reached at [Andrea.Young@va.gov](mailto:Andrea.Young@va.gov). Carrie Peterson, MSW, LICSW

CHRISTIAN DIMERCURIO, FIELD IMPLEMENTATION TEAM (FIT) LEAD, REGION 3



Carlo "Christian" DiMercurio, originally from Colorado Springs, Colorado works virtually from Louisville, KY. An experienced health care administrator with a Masters Degree in Business Administration, Christian serves as the Field Implementation Team (FIT) Lead for Region 3. In this role, Christian is responsible for leading a dedicated team of consultants charged with providing Whole Health System support services to VISN 5, 6, 7, 8, and 9. In addition, Christian Leads the Office of Patient Centered Care & Cultural Transformation, Veteran Outreach & Integration for Connections & Expansion (VOICE). Under his leadership, VOICE is charged with advancement and support of national, regional, and local collaborations to integrate and expand



understanding of the Whole Health philosophy of care within DoD, VSOs, and other community organizations, programs, and service entities. VOICE provides guidance and information to all organizations that support Veterans and their family members. Prior to joining the VHA in 2011, Christian served 23 years in the United States Navy, (Mustang) with dedicated service as a Hospital Corpsman and Medical Service Corps Officer. Carlo.DiMercurio@va.gov

DAVID HUFFMAN, MS, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 1



Mr. David Huffman serves as a Field Implementation Team Partner and Consultant within Region 1 of the Office of Patient Centered Care and Cultural Transformation (OPCC&CT). He joined OPCC&CT in May of 2014. David brings over 34 years of experience in VA healthcare operations gained in a variety of positions including Associate Medical Center Director, Facility Planner, Compliance Officer, Chief of Environmental Management Service, and Administrative Officer to the Medical Center Director and Chief of Specialty Care Service Line. He is a qualified instructor/facilitator for many employee development programs including Myers Briggs Type Inventory and The Coaching Clinic. He holds a Bachelor of Science degree in Biology from Mars Hill University and a Master of Science degree in Environmental Health from East Tennessee State University.

DONALD DEATON, LCSW, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 2



Mr. Donald Deaton is a field-based implementation team consultant based in Little Rock, Arkansas. Don is responsible for acting as a culture change agent providing leadership in the planning, coordination and implementation of patient-centered care. Don is a Louisiana Licensed Clinical Social Worker. Following earning a Master Degree in the Science of Social Work from the University of Tennessee, he has been employed by the Department of Veterans Affairs since 1997 providing Mental Health services for both New Orleans and Little Rock Veterans. Prior to joining the OPCC&CT Don served as Suicide Prevention Coordinator and was responsible for activating the Suicide Prevention Program for Central Arkansas outpatient clinics. He also has had a private practice focused on divorce mediation and child custody. Don is quite honored to be a



member of the Office of Patient Centered Care and Cultural Transformation and looks forward to ongoing change progressing from Diagnosis based Paradigm to Patient Centered Care for our Veterans.

EILEEN MCCORMICK, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 1



Eileen McCormick works virtually from Cheyenne, Wyoming. Prior to accepting this position, Eileen was the Administrative Officer for the Surgical Service Program at the Eastern Colorado Health Care System in Denver. Eileen has 30 years of experience in the VA system. She began her VA career as the Chief, Recreational Therapy Service at the Hines VA Hospital in Chicago and later as the Chief, Voluntary Service at the Cheyenne VA Medical Center. Eileen completed the VISN 18 & 19 Leadership Development Institute in 2008 and the Health Systems Management Training Program in 2009 while stationed at the VA Puget Sound Health Care System. She is a National VA Voice Coach since 2014. Her personal philosophy is exemplified in this quote from the 14th Dalai Lama, "We are visitors on this planet. We are here for ninety or one hundred years at the very most. During that period we must try to do something good, something useful with our lives. If you contribute to other people's happiness, you will find the true meaning of life" Eileen.McCormick@va.gov

JAMILA MIAH, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 4



Jamila Miah, LCSW joins us virtually from Montrose, NY. Prior to accepting this position Jamila was the Veterans Justice Outreach Coordinator at VA Hudson Valley Health Care System, and partnered with the legal system in developing Veterans Courts. Her VA career began 10 years ago as a Clinical Social Worker on acute inpatient psychiatry. Jamila has a Master's Degree in Social Work, Post-Masters Certification in Advance Clinical Practice and completed 48 credits towards PhD in Clinical Social Work. "I am very excited to be a part of developing VHA's own brand of Patient Centered Care and Cultural Transformation." Jamila.Miah@va.gov



Mera Halloway-Paulino is the Region 2 FIT Partner located in Houston, Texas. Mera comes from a multicultural background, having been raised in Sierra Leone, West Africa. She moved to New York at the age of 10 and calls New York home. Mera received her MSSW from Columbia University School of Social work where she concentrated on Children and Families. Mera has worked with VHA for over 10 years, starting her career on the Post-traumatic Residential Program at the VA Hudson Valley HCS in NY. Mera has also served as the HUD-VASH Coordinator for the Hudson valley HCS during the early implementation of the program at that facility. Most recently, Mera was the Health Behavior Coordinator at the Michael E DeBakey VAMC where she was instrumental in forming and implementing a Veteran's Advisory Council in primary care. She was also instrumental in introducing the CREW training to the PACT Teamlets. During her tenure as the Health Behavior Coordinator at the Michael E. DeBakey VAMC, Mera trained over 90% of PACT Teamlets in patient-centered forms of communication. Her passion is veteran advocacy, and creating an environment and practice in all facilities that is healing and provides a sense of safety to all veterans and their families who will walk through those doors. Mera.Halloway-Paulino@va.gov

TIM DOHERTY, LCSW



As a Senior Whole Health Consultant for Deployment and Implementation with the VA Office of Patient Centered Care & Cultural Transformation, Tim works at the national level to develop and disseminate programs, trainings and resources to support the whole health cultural transformation taking place within VA. During his 23 years with the VA, he's had experience as a Field Implementation Team Consultant, Clinical Social Worker and Health System Specialist. He is a graduate of the Leadership Development Institute and the VHA Flow Academy and has served as a Federal Workplace Mediator and Ethics Consultation Coordinator. Tim received a BA in Psychology from Clemson University and a Masters in Social Work from Florida State University. He resides in North Carolina with his wife and two children and can be reached at Timothy.Doherty1@va.gov.